

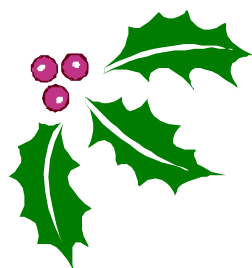
INFORMATION EXCHANGE

December 2003

Resources for Workforce Development Programs

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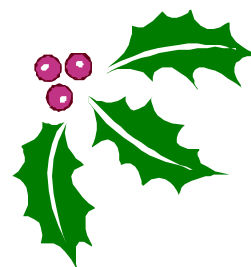


*From the staff of the
Employment Training Network*

*Wishing you a peaceful
holiday season!*

*Thank you for the pleasure of
serving you this year!*

*Diane Coad
Janine Cota*



Workforce Development Update

The Capacity Building Unit (CBU) of the Workforce Investment Division provides staff development training and technical assistance to the workforce community.

The CBU curriculum is focused on the Workforce Investment Act (WIA). Courses are listed in the CBU Catalogue located at: www.edd.ca.gov/wiarep/wiacat.htm. Please consult the Training Calendar at www.edd.ca.gov/wiarep/wiacal.htm for the most current schedule.

One of the newly added courses you won't want to miss is described below:

Assess With Finesse -

This course is intended for career development and workforce investment professionals who work with WIA participants. This may include case managers, job developers, and employment specialists.

This course provides a dynamic framework for exploring the world of work. This interactive workshop is designed for career development and workforce investment professionals who work with WIA participants. Attendees will learn about a variety of assessment tools, including an internet-based assessment system, and will have an opportunity to complete an on-line self-assessment.

This course will provide the participant with the tools to create a data-driven employment plan. Participants will learn the guidelines for selecting appropriate assessment instruments. This class provides tools and resources that enhance WIA performance measurement outcomes.

Topics discussed will include: Essential understanding of assessment tools; guidelines in defining informal and formal assessment tools; common mistakes when using assessment tools; and what's up and coming in the world of assessment.

Contact Suzette Cobb at (916) 653-8187 or email scobb@edd.ca.gov to arrange to either host or attend this workshop.

CalWORKs Partnerships Summit: Beyond the Changes and Challenges

The annual California Work Opportunity and Responsibility to Kids Act (CalWORKs) Partnerships Summit is scheduled for December 15-17, 2003, at the San Diego Marriott Hotel and Marina.

The CalWORKs Summit will feature three distinct tracks this year to address major areas of interest and concern. Many of the summit workshops will be of interest to you and your staff, including:

- Research - Time Limits; State of the Economy; Supportive Housing; Achieving Self Sufficiency; Impacts on California Households; and Job Retention and Advancement
- Service Delivery - Domestic Violence, Mental Health, Housing; Quarterly Reporting; Family Independence Initiative; Job Search; State Hearings; Recredentialing Refugees; Victims of Trafficking/Asylees
- Professional and Leadership Development - Making the Business Connection; Coaching and Mentoring; Dealing with Change, Case Management; Finding the Leader Within

Please refer to the CalWORKs Summit web site www.cce.csus.edu/cts/calworks/index.htm for more information and a full listing of workshop descriptions. You may also register for the conference on-line.

If you have any questions about the CalWORKs Summit, please contact the Conference and Training Services of the California State University Sacramento at (800) 858-7743.

Mark Your Calendars!

2003 CalWORKs Partnerships Summit -
Beyond the Changes and Challenges
December 15-17, 2003-San Diego, CA
www.cce.csus.edu/cts/calworks/index.htm

**California Workforce Association (CWA) and Larry
Robbin & Associates - Building Bridges to the
American Workplace, Employment Counseling with
Immigrants and Refugees**
January 13, 2004 - Los Angeles, CA
January 15, 2004 - Sacramento, CA
www.calworkforce.org

Promising Practices

California's Workforce Development Spotlight

The Employment Development Department (EDD) recently launched the Workforce Development Promising Practices web site.

EDD states: "We want to shine the light on your successes to share them with others. We invite you to both share and discover new and innovative ways to provide services to meet the ever-changing needs of your customers, as well as creative ways for marketing and outreach. Send us your promising practices to put in the spotlight. Others can learn from your successes and you can learn from theirs.

Tell us about the successful partnerships that have been built and how their continued support has been maintained. Contribute successful strategies for overcoming obstacles that prevent your workforce community from meeting their goals. Share and learn about how to create a welcoming environment for everyone seeking services in the community.

With this web site we hope to provide a forum for local practitioners to exchange experiences, approaches, strategies, techniques and resources that have made their programs successful. By putting the spotlight on promising practices in workforce development, we hope to spread the success throughout the state."

You may view this web site by visiting www.edd.cahwnet.gov/wiarep/wiappabout.htm. A contribution by Humboldt County is included below:

Data Management: Electronic Customer Tracking and Reporting

Problem/Issue:

The need for an efficient and consistent way to track and report customer use of the One-Stop system.

Successful practice:

Humboldt County has acquired a new tracking system to track and report customer use of the One-Stop. This tracking software is called the eMae (E-May) system. It allows the collection of data regarding all uses of the participating One-Stop. Each customer is issued a "membership card" to "swipe" in and out of the facility. One-Stop staff enters data on each service utilized at each

visit. In this way, Humboldt County is able to identify those services most in demand, those customers most active, new and/or returning customers, days and times of greatest activity, monthly statistics, etc.

Outcome:

Humboldt County now has real-time statistics regarding the use of the One-Stop system. This allows regular and detailed reporting to the WIB, the One-Stop Operators Consortium and other interested parties. Another important timesaving benefit is that the customers are spared the previously required duplication of filling out the same forms at each visit.

Resources:

To date, development and implementation have been paid for with WIA funds.

Partners working together:

County of Humboldt, the Employment Development Department and Eureka City Schools use the eMae system. It is planned that all One-Stop partners will join the users group in the near future.

Contact:

Michael Millenheft
Humboldt County's One-Stop Employment System
Phone: 707-445-6226
E-mail: mmillenheft@co.humboldt.ca.us

Worthy Web Sites

www.careervoyages.gov - US Secretary of Labor Elaine Chao has announced the creation of a new web site dedicated to educating workers about high growth industries and assisting employers in need of skilled workers. This site features detailed information about the fastest growing industries and occupations, the skills and education required to prepare for them, job openings by area, and wages, licensing requirements and growth rates for numerous occupations.

www.workforcetools.org - Workforce Tools of the Trade is a part of the CareerOneStop solely targeted to fostering the professional growth of those in the workforce development field, across all levels of the system: front-line staff, managers, administrators and partners.

On-line Program Resources

Full Capacity Marketing, Inc. Publishes Monthly E-Newsletter

Full Capacity Marketing, Inc. publishes a monthly e-newsletter geared to helping the workforce system thrive!

As a subscriber, you'll receive timely marketing updates on seminars, products, services and valuable resources to help integrate marketing into your Workforce Investment Board.

Specializing in marketing services for the workforce development community, topics include:

Popular Marketing Tactics;
Youth Marketing - Focus Groups;
Special Events and the News Media;
Marketing Seminars; and,
Use of Press Conferences

You may become a subscriber by visiting www.fullcapacitymarketing.com.

New Update Packet for the California Occupational Guides!

The California Occupational Guides, one of the Labor Market Information Division's (LMID) oldest and most popular products, received a new makeover in 2002. The changes in the guide design and format respond to customer feedback from focus groups conducted over the past few years.

Thirty updated guides written in the new style are now accessible on the LMID web site. The printed versions will be available in January 2004. The updated guides are identified by the 2003 release date.

Customers may print the PDF versions of the guide updates or place orders for printed copies from the LMID Publications and Information Unit at (916) 262-2162.

The California Occupational Guides, including the latest updated guides, are available at www.calmis.ca.gov/htmlfile/subject/guide.htm

On-line Industry, Company and Position Research

At Hoover's On-line (www.hoovers.com) you can research companies or industries of interest from the home page by browsing various directories.

You can find companies alphabetically by browsing the A-Z company index, or browse through lists of companies in a particular country or state. Hoover's also has a list of companies sorted by industry in their Industry Directory, and you can even refine your industry list by sub-industries. On Hoover's, some of the information is free to view, and other more in-depth information requires a subscription.

For a smaller company that you can't find on Hoover's, you may need to use a search engine to find the company web site. A great search engine to use is Google at www.google.com. From their home page, simply type the name of the company you are looking for into the search box and click on Search. You can perform searches for the web site address or news stories pertaining to that company.

If you are researching a position you can view Career Profiles at Princeton Review by visiting their web site at www.princetonreview.com. The profiles include occupational histories, wages, the number of people in the occupation field, and your career development path in two years, five years, and even ten years. They can also provide you with a list of books you can read pertaining to that occupation, as well as movies or videos describing specific occupations.

For knowledge, skills and abilities of various occupations you can refer to O*NET On-line online.onetcenter.org. There you can find occupations by keyword search, use a list of skills to find occupations, or use other classifications to find occupations like DOT codes.

This is an excerpt from an article that appeared in HRMS e-publication, Net Assets October 28, 2003 issue. To view the entire article, you may visit www.hrms.net.

Disability Program Resources

Department of Rehabilitation Establishes Toll Free Number

The Department of Rehabilitation has a new toll free number dedicated to the One-Stop service delivery systems. One-Stop operators can use this number to request no-cost consultation and training services for staff and partners of One-Stop Career Centers.

The Department of Rehabilitation, Disability Access Section has been designated by the Employment Development Department to provide assistance to the One-Stops in various aspects of access and equal opportunity for persons with disabilities.

To access services through the Department of Rehabilitation's Disability Access Section by either voice phone or TTY call:

866-208-3517 (voice)
866-288-8612 (TTY)

National Ticket to Work Program

The National Ticket to Work Program is rolling out in California. This program provides choices for Social Security beneficiaries with disabilities to obtain employment, vocational rehabilitation and other support services from public and private providers.

Eligible persons will receive a "ticket" in the mail along with information about the program. Official Employment Networks (ENs) will provide ticket holders with service options including:

- * Employment
- * Job Placement
- * Case Management
- * Vocational Assessment and Career Counseling
- * Transportation Assistance
- * Service Coordination/Referrals
- * Mentoring Programs/Internships
- * Job Accommodations
- * Training
- * Retention Services

For additional information and a list of official employment networks, visit the program web site at www.yourtickettowork.com

Learn to Tap Your "HIRE" Potential

In recognition of National Disability Employment Awareness Month 2003, the U.S. Department of Education, in partnership with the U.S. Chamber of Commerce has released a guide to acquaint business leaders with programs and resources available to assist them in hiring people with disabilities.

The jointly developed publication, "Disability Employment 101: Learn to Tap Your 'HIRE' Potential," includes information about how to find qualified workers with disabilities, how to put disability and employment research into practice and how to model what other businesses have done to successfully integrate individuals with disabilities into the workforce.

Please visit www.ed.gov/about/offices/list/osers/products/employmentguide/index.html to download your copy of this publication.

One-Stop Community Meeting

CWA Holds One-Stop Community Meeting

The California Workforce Association (CWA) held its quarterly Southern California One-Stop Community Meeting at the Hollywood WorkSource Center on November 12, 2003. Chair Judy Chen-Lee of Santa Ana W/O/R/K Center and Vice-Chair Venise Jones of TTI America launched the daylong event.

Phillip Starr, Executive Director of Hollywood Workforce Center, arranged tours of the impressive Sunset Boulevard Center. Virginia Hamilton, Executive Director of CWA, and Associate John Baker covered how Legislation is likely to affect Workforce Programs, and John also provided a primer on successful approaches to working with elected officials. David Militzer, from the California Workforce Investment Board in Sacramento, updated the group on One-Stop Certification. For more information, David can be contacted at dmilitzer@cwib.gov.

Fee for Services "excellent practices," the role of Community Colleges, strategies for expanding the employer base, and how the WIA amendments will affect local WIBs were explored.

More information is available from Judy Chen-Lee at (714) 565-2622 or by email at Jchen-Lee@ci.santa-ana.ca.us.

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

CAREER PLANNING

Graduate to Your Perfect Job, Find Your Focus, Inspiration and Occupation, Golden Ladder Productions (J2251)

I Could Do Anything If I Only Knew What It Was: How to Discover What You Really Want and How to Get It, Dell Publishing (J2234)

Do What You Love, the Money Will Follow, Discovering Your Right Livelihood, Dell Publishing (J2235)

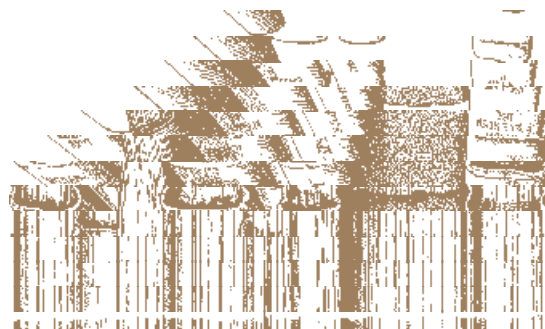
Self-Employment: From Dream to Reality!, JIST Works, Inc. (J2236)

Discover the Best Jobs for You, Do What You Love!, Impact Publications (J2169)

The Guide for Occupational Exploration Inventory, A Self-Directed Guide to Career, Learning, and Lifestyle Options, JIST Works, Inc. (J2022)

Plan B: Converting Change Into Career Opportunity, How to Protect Your Career, Crisp Publications (J2017)

Introduction to Careers, JIST Works, Inc. (Video) (J1724-AV)



How to Fireproof Your Career, Survival Strategies for Volatile Times, Berkley Books (J1572)

Your Career: Thinking About Jobs and Careers, JIST Works, Inc. (J1392)

DISLOCATED WORKERS

Surviving a Layoff or Downsizing, Soft Landing, Smooth Re-Entry, Dahlstrom & Company, Inc. (J2225)

How to Bounce Back Quickly After Losing Your Job, VGM Career Horizons (J1461)

JOB SEARCH

101 Great Jobs and How to Get Them, Impact Publications (J2171)

101 Great Answers to the Toughest Job Search Problems, Book-mart Press (J1675)

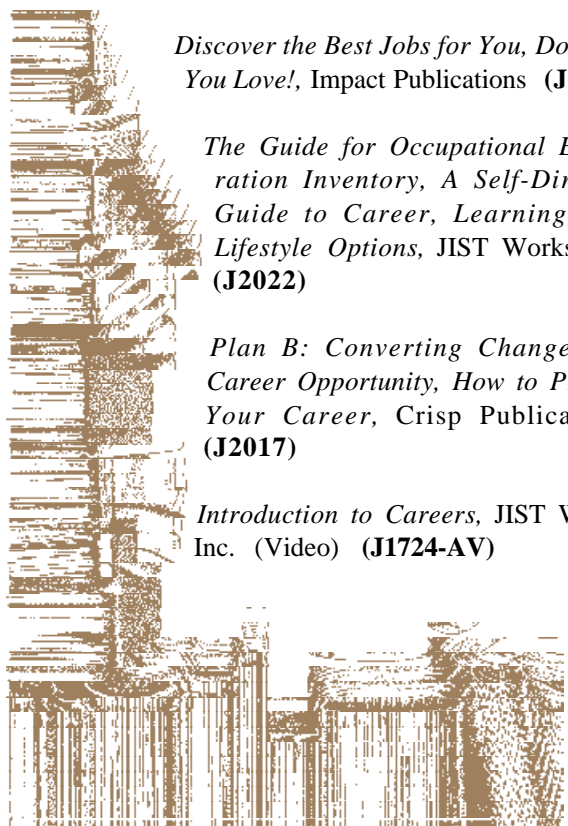
EMPLOYMENT PREPARATION

Preparing for Work: Setting Your Objectives, Education and Training Options, Skills for Success, JIST Works, Inc. (J1397)

Understanding Yourself: Identifying Your Interests, Skills, Values, and Lifestyle Preferences, JIST Works, Inc. (J1395)

Skills Identification, Discovering Your Skills, JIST Works, Inc. (Video) (J2164-AV)

Creating Your Skills Portfolio, Show Off Your Skills and Accomplishments, Crisp Publications (J2018)



DECEMBER 2003

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8	9 <div>WIA Exit Strategies: Adults & Dislocated Workers Concord-(925) 646-5083</div> <div>Retention=Success San Mateo-(650) 802-7543</div>	10	11 <div>WIA Exit Strategies for Youth Participants Los Angeles-(213) 847-6545</div>	12
15	16 <div>WIA Exit Strategies for Youth Participants Ventura-(805) 652-7621</div> <div>2003 CalWORKs Partnerships Summit- Beyond the Changes and Challenges San Diego-www.cce.csus.edu/cts/calworks/index.htm</div>	17	18 <div>WIA Exit Strategies: Adults & Dislocated Workers Contra Costa-(925) 646-5083</div>	19
22	23	24	25	26
29	30	31		

*Training in shaded boxes conducted by the Capacity Building Unit - www.edd.ca.gov/wiacal.htm

INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK

c/o EDD/WID

PO Box 826880 MIC 69
Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

Information Exchange is published bi-monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - dcoad@edd.ca.gov; Internet site: www.trainingnetwork.org

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.